



**MARK J. SALADINO**  
TREASURER AND TAX COLLECTOR

## COUNTY OF LOS ANGELES TREASURER AND TAX COLLECTOR

KENNETH HAHN HALL OF ADMINISTRATION  
500 WEST TEMPLE STREET, ROOM 437  
LOS ANGELES, CALIFORNIA 90012  
TELEPHONE: (213) 974-2101 FAX: (213) 626-1812



HOME PAGE  
[TTC.LACOUNTY.GOV](http://TTC.LACOUNTY.GOV)

PROPERTY TAX PORTAL  
[LACOUNTYPROPERTYTAX.COM](http://LACOUNTYPROPERTYTAX.COM)

February 26, 2014

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: Mark J. Saladino *Mark J. Saladino (for)*  
Treasurer and Tax Collector

SUBJECT: **2013-14 SECURED PROPERTY TAXES  
PAYMENT ACTIVITY NOTICE**

To enhance our service to taxpayers, beginning this week the Department of Treasurer and Tax Collector will mail out 133,181 Payment Activity Notices. The notices will alert taxpayers if our records show that a partial payment or no payment was made on the first installment of property taxes for the current tax year 2013-14. The notice will include the attached insert, which provides important detailed information regarding payment options (such as free online payment options), office locations and office hours.

The attached press release will be mailed to approximately 250 newspaper companies, television and radio stations. We will also email the press release to all constituents who have enrolled in our *Email Notification Service*. As a result of these efforts, you may experience an increase in constituent inquiries or visits to your offices. Any inquiries received regarding the payment of taxes may either be referred directly to the first floor, Public Service Counter, in the Kenneth Hahn Hall of Administration or to our property tax automated telephone system (Proptax) at 1(213) 974-2111 or the toll-free number at 1(888) 807-2111. Property tax information is also available at <http://lacountypropertytax.com>.

If you have any special handling needs, please do not hesitate to contact me or your staff may contact Kathy Gloster, Assistant Treasurer and Tax Collector, at (213) 974-2077.

MJS:KG:vb  
Z: 2013-14 Payment Activity Notice

### Attachments

c: Assessor  
Chief Executive Officer  
Executive Officer, Board of Supervisors  
Auditor-Controller  
County Counsel



# NEWS

*Treasurer and Tax Collector* **Mark J. Saladino**

437 Kenneth Hahn Hall of Administration, 500 West Temple Street, Los Angeles, CA 90012

February 26, 2014

**Contact:** Raymond Johnson  
**Office:** (213) 893-0703  
**Fax:** (213) 620-7948  
[rjohnson@ttc.lacounty.gov](mailto:rjohnson@ttc.lacounty.gov)

## **FOR IMMEDIATE RELEASE**

### **2013-14 PAYMENT ACTIVITY NOTICE**

**MARK J. SALADINO**, Los Angeles County Treasurer and Tax Collector, is in the process of mailing out 133,181 Payment Activity Notices to Los Angeles County taxpayers. The notices will alert taxpayers if our records show that a partial payment or no payment was made on the first installment of property taxes for the current tax year 2013-14. The notice will include the attached insert, which provides important detailed information regarding payment options (such as free online payment options), office locations and office hours.

The amount due on any parcel can also be obtained from the Treasurer and Tax Collector's website at <http://ttc.lacounty.gov>, or from the toll free Property Tax Information Line at 1(888) 807-2111, where automated information is available 24 hours a day.

Taxpayers can now subscribe to receive emails from the Treasurer and Tax Collector regarding special notices and upcoming events, such as annual property tax deadline reminders, office location updates and other news. To subscribe to receive these notices, go to Email Notification Service at <http://ttc.lacounty.gov/eNotify> and enter your information.

**PRESS RELEASE UPDATE** - To receive future press release notices via email, please send your email address to [rjohnson@ttc.lacounty.gov](mailto:rjohnson@ttc.lacounty.gov).

**MARK J. SALADINO  
TREASURER AND TAX COLLECTOR  
County of Los Angeles**

**P.O. Box 512102, Los Angeles, CA 90051-0102**

**FOR ASSISTANCE CALL 1(213) 974-2111 OR 1(888) 807-2111, ON THE WEB AT [lacountypropertytax.com](http://lacountypropertytax.com)**

**PAYMENT ACTIVITY NOTICE**

This Payment Activity Notice is to alert you that our records reflect a penalty was imposed on the 1<sup>st</sup> installment of your property tax bill. The penalty was imposed for one or more of the following reasons: no payment was received, a partial payment was received, or your 1<sup>st</sup> installment payment was received after the delinquency date. To avoid any additional penalties and/or cost, remit your payment by the due date on the notice.

**PAYMENT OPTIONS**

**Pay Online** – To make payments online, go to [lacountypropertytax.com](http://lacountypropertytax.com), select "Pay Online" under "Payment Options." There is no charge for electronic check payments. You will need to use a Personal Identification Number (PIN), which is printed on the enclosed tax notice, to complete the transaction. Each transaction is limited to \$999,999.99. You may also pay online by using a credit card or Visa Debit card. However, there are processing fees when paying by credit/debit card. Each transaction is limited to \$99,999.99, including all service fees. Electronic payments can be made 24/7 and payments are accepted until 11:59 p.m. Pacific Time on the delinquency date.

**Mailed Payments** – Please use the enclosed envelope and include the payment stub from the notice. Do not attach staples, clips, tape, or correspondence. Property tax payments must be received or United States Postal Service (USPS) postmarked by the delinquency date to avoid penalties. If mailing your payment near the delinquency date, be sure to obtain a certificate of mailing from the USPS to reflect a timely payment. If a payment is received after the delinquency date, with no postmark, the payment is considered late and penalties will be imposed, in accordance with State law. Taxpayers who send a payment by mail are cautioned that the USPS only postmarks certain mail depending on the type of postage used, and may not postmark mail on the same day deposited by a taxpayer. To assist taxpayers in understanding how to avoid penalties that could result from postmark issues, the Tax Collector has compiled important related information on how to "Avoid Penalties by Understanding Postmarks." Visit our website at [ttc.lacounty.gov/Proptax/Postmarks.htm](http://ttc.lacounty.gov/Proptax/Postmarks.htm).

**Pay by Credit Card or Visa Debit Card over the telephone** – Credit cards (American Express, MasterCard, and Visa) and Visa Debit card payments are accepted over the telephone through a third-party vendor who charges a fee to utilize this service. To pay by telephone, call toll-free 1(888) 473-0835. You will need your Electronic Fund Transfer (EFT) Number and a credit card or Visa Debit card to complete the transaction. Please retain the confirmation number for future reference. Your current secured payment cannot be more than \$99,999.99 to use the telephone system.

**Pay in Person** – Cash or check is accepted at 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012, between the hours of 8:00 a.m. and 5:00 p.m. (Pacific), Monday through Friday, excluding Los Angeles County holidays. Make your payment early to avoid long waits at the cashier windows.

For the second installment, the Los Angeles County Treasurer and Tax Collector's personnel will also receive payments at 335A East Avenue K-6, Lancaster, CA 93535, between the hours of 8:00 a.m. and 5:00 p.m. on Wednesday, April 9, 2014, and Thursday, April 10, 2014. Payments must be made by check, money order or cashier's check. No cash payments are accepted at this location.

**Online Banking or Bill Payment Services** – To ensure proper credit when using these services, enter the 19-digit EFT Number (includes the 13-digit ID#, 2-digit Year and 4-digit Sequence from your current tax bill) followed by the number 1 (for 1<sup>st</sup> installment), 2 (for 2<sup>nd</sup> installment), or 5 (for both installments). The EFT Number that you enter is the same number that is reflected on the enclosed notice.

**Electronic Check Processing** – When you provide a check as payment, you authorize the County of Los Angeles to either use information from your check to make a one-time electronic fund transfer from your bank account or process the payment as a check transaction. If we use information from your check to make an electronic fund transfer, funds may be withdrawn from your bank account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. However, the transaction will appear on your bank statement.

**MORE INFORMATION ON REVERSE**

## **MILITARY ACTIVE DUTY EXEMPTIONS**

Under provisions of the Federal Soldiers' and Sailors' Civil Relief Act, active military personnel, regardless of the duration of military service or financial status, qualify for a reduction in the interest charged on unpaid property taxes. Please call 1(213) 974-2111 or toll-free at 1(888) 807-2111 for more information.

## **INSTALLMENT PLAN OPTION FOR DEFAULTED TAXES FROM A PRIOR YEAR**

You may be eligible to open an installment plan and pay the defaulted taxes over a five-year period for nonresidential commercial or vacant property that is less than three years in default, and residential property that is less than five years in default. This plan will prevent the property from being sold at a public auction. For more information on the installment plan program, call 1(213) 974-2111 or toll-free at 1(888) 807-2111. Current year taxes are not eligible for the installment plan.

## **VOLUNTARY THIRD PARTY NOTIFICATION PROGRAM**

In the event your property becomes tax defaulted and/or subject to sale due to a tax delinquency, you can designate a Third Party (e.g., a friend, family member, or agency) to receive copies of the default notices so they can remind you of your property tax obligation. Please call 1(213) 974-2111 or toll-free at 1(888) 807-2111 for additional information. You can also complete and submit this application online at [ttc.lacounty.gov/Proptax/ThirdPartyReminderNotification.htm](http://ttc.lacounty.gov/Proptax/ThirdPartyReminderNotification.htm).

## **GENERAL TAX INFORMATION**

For your convenience, general prerecorded information, including taxes due, is available 24-hours a day through our PROPTAX telephone system. Call 1(213) 974-2111, if outside of Los Angeles County, or 1(888) 807-2111, if in Los Angeles County. Information is also available on our website at [lacountypropertytax.com](http://lacountypropertytax.com). Anyone who is hearing impaired and has TDD equipment may contact us or leave a message at 1(213) 974-2196, or use California Relay Services at 1(800) 735-2929.

Para su comodidad tenemos información general pregrabada que incluye fecha de vencimiento de los impuestos, disponible las 24 horas vía el sistema telefónico PROPTAX 1(213) 974-2111 si marca fuera del condado de Los Angeles, si marca dentro del Condado de Los Angeles marca 1(888) 807-2111. También disponible esta nuestra página web [lacountypropertytax.com](http://lacountypropertytax.com). Todos aquellos con problemas auditivos y que tienen el equipo de Telecomunicaciones Para Personas Sordas comuníquense o dejen su mensaje al 1(213) 974-2196 o sirvanse a usar el Servicio de Telecomunicaciones 1(800) 735-2929.

## **HOW TO CONTACT OUR OFFICE**

Visit Us: 225 North Hill Street, First Floor Lobby, Los Angeles, CA 90012  
Call Us: 1(213) 974-2111, if outside of Los Angeles County, or 1(888) 807-2111, if in Los Angeles County.  
Anyone who is hearing impaired and has TDD equipment may contact us or leave a message at 1(213) 974-2196, or use California Relay Services at 1(800) 735-2929.  
E-mail us: [info@ttc.lacounty.gov](mailto:info@ttc.lacounty.gov)  
Fax us: 1(213) 620-7948  
Write us: Treasurer and Tax Collector, P.O. Box 512102, Los Angeles, CA 90051-0102  
Website: [lacountypropertytax.com](http://lacountypropertytax.com)

## **EMAIL NOTIFICATION SERVICE**

You can now subscribe to receive emails from the Treasurer and Tax Collector regarding special notices and upcoming events, such as annual property tax deadline reminders, office location updates and other news. To subscribe to receive these notices, go to Email Notification Service at [ttc.lacounty.gov/eNotify](http://ttc.lacounty.gov/eNotify) and enter your information.

## **NEW REQUIREMENT FOR REGISTRATION OF TAX AGENTS**

Beginning July 1, 2013, anyone defined as a Tax Agent will be required to register annually before representing taxpayers before a county official. For more information about the program and who will be required to register, please visit the Assessment Appeals Board website at [bos.lacounty.gov/Services/AssessmentAppeals/TaxAgentRegistration.aspx](http://bos.lacounty.gov/Services/AssessmentAppeals/TaxAgentRegistration.aspx).

**MORE INFORMATION ON REVERSE**